



Departmental Quarterly Performance Report

**Enterprise Technology Services Department
(ETSD)**

**Reporting Period:
FY 03-04
1st Quarter**

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MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

<p>County Mgr. Priority (Circle One): People <u>Service</u> <u>Technology</u> Fiscal Responsibility</p> <p>ES4-1: Use friendly e-government sharing information and providing expanded hours and services.</p> <p>Self-service option through Integrated Voice Response System (IVR)</p> <ul style="list-style-type: none"> Implemented the ERD Jobs Hotline IVR. Preparing Statement of Work for Tax Collector and Answer Center IVR applications. <p>Portal Services</p> <ul style="list-style-type: none"> Developing online payment options for Property Taxes (echeck) and Transit MetroPass. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><u>Customer Service</u></p> <p><u>ECC Project</u></p> <p><u>Workforce Dev.</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People <u>Service</u> <u>Technology</u> Fiscal Responsibility</p> <p>ES4-2: Available, reliable systems</p> <p>Increase storage for the distributed systems (Shark)</p> <ul style="list-style-type: none"> Increased capacity of storage platform (Shark) supporting production systems that are operated on the County's network to 6 Terabytes (TB). <p>Implement Countywide Security Vision</p> <ul style="list-style-type: none"> Installed Secure Access Gateway. <p>Improve Execution Success Rate of Production Batch Jobs</p> <ul style="list-style-type: none"> Completed 99% of all application-related production batch jobs satisfactorily, without errors. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><u>Customer Service</u></p> <p><u>ECC Project</u></p> <p><u>Workforce Dev.</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People <u>Service</u> <u>Technology</u> Fiscal Responsibility</p> <p>ES4-3: Responsive service deployment and resolution of technology problems</p> <p>Data Warehouse</p> <ul style="list-style-type: none"> Completed deployment of Employee Relations Department (ERD) data warehouse. Completed 50% of the production deployment of Juvenile Assessment Center (JAC) data warehouse. Completed 50% of the development of the infrastructure to facilitate the creation and ongoing operation of data warehouses. <p>Standardized Software Development Methodologies</p> <ul style="list-style-type: none"> Provided recommendations of software methodologies to be utilized with basic selection criteria for each. Worked with Project Management Office to implement a project plan and integrated plan in Rational Rapid Developer (RRD) pilot project. The RRD pilot project will evaluate a rapid development toolset and methodology. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><u>Customer Service</u></p> <p><u>ECC Project</u></p> <p><u>Workforce Dev.</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): People <u>Service</u> <u>Technology</u> Fiscal Responsibility</p> <p>ES4-6: County processes improved through information technology</p> <p>% of Reports available On Line</p> <ul style="list-style-type: none"> Completed 80% conversion of the OnDemand product to make the reports available online and convert the remaining production systems to OnDemand. <p>EDMS</p> <ul style="list-style-type: none"> Completed 25% of the development of the infrastructure to support EDMS (infrastructure has been designed and is in the procurement approval process). Identified 3 major functions where efficiencies can be achieved by using automated workflow: Travel Request, Travel Reimbursement, and Business Card Ordering. 	<p><u>Strategic Plan</u></p> <p><input checked="" type="checkbox"/> <u>Business Plan</u></p> <p><u>Budgeted Priorities</u></p> <p><u>Customer Service</u></p> <p><u>ECC Project</u></p> <p><u>Workforce Dev.</u></p> <p><u>Audit Response</u></p> <p><u>Other</u> _____</p> <p>(Describe)</p>

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			590	65	590	65				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

C. Turnover Issues

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel *(Including the number of temporaries long-term with the Department)*

F. Other Issues

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FINANCIAL SUMMARY

	PRIOR YEAR	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues	Actual							
IT Business Office	1,842	2,082	520	-	520	0	100.00%	0.00% (1)
E-Gov Director former office	408	471	118	-	118	0	100.00%	0.00% (1)
E-Services	4,848	5,220	1,305	474	1,305	474	63.71%	9.07% (1)
E-Technologies	3,174	9,809	2,452	918	2,452	918	62.56%	9.36% (1)
E-Center	2,331	2,063	516	-	516	-	100.00%	0.00% (1)
Consultancy	-	394	98	-	98	-		(1)
Application Services	16,464	17,789	4,447	990	4,447	990	77.73%	5.57% (1)
Director's Office	993	1,914	479	-	479	-	100.00%	0.00% (1)
Data Center Services	14,007	19,548	4,887	3,665	4,887	3,665	25.01%	18.75% (1)
Telecommunications Consulting Services	12,911	12,076	3,019	2,710	3,019	2,710	10.25%	22.44% (1)
Telephone & Data Field Services	9,449	12,729	3,182	2,216	3,182	2,216	30.37%	17.41% (2)
Radio Com Services	11,320	11,849	2,962	4,550	2,962	4,550	-53.61%	38.40% (2)
Phone Service Charge Back	16,657	16,657	4,164	3,105	4,164	3,105	25.44%	18.64% (3)
800 Mhz System Maintenance	1,700	1,700	425	332	425	332	21.85%	19.54% (4)
911 Phone Lines Cost	1,305	1,330	333	-	333	-	100.00%	0.00% (1)
Total	97,409	115,631	28,908	18,960	28,908	18,960	34.41%	16.40%
Expenses								
IT Business Office	1,842	2,082	520	468	520	468	10.12%	22.47% (5)
E-Gov Director former office	404	471	118	122	118	122	-3.46%	25.87%
E-Services	4,852	5,220	1,305	962	1,305	962	26.31%	18.42% (5)
E-Technologies	3,124	9,809	2,452	1,095	2,452	1,095	55.36%	11.16% (5)
E-Center	2,090	2,063	516	435	516	435	15.58%	21.10% (5)
Consultancy	241	394	98	182	98	182	-84.54%	46.14% (6)
Application Services	16,514	17,789	4,447	4,612	4,447	4,612	-3.69%	25.92%
Director's Office	2,873	2,782	696	744	696	744	-7.02%	26.75%
Data Center Services	16,500	21,009	5,252	2,758	5,252	2,758	47.49%	13.13% (5)
Telecommunications Consulting Services	11,627	11,872	2,968	4,260	2,968	4,260	-43.53%	35.88% (7)
Telephone & Data Field Services	8,750	12,381	3,095	2,169	3,095	2,169	29.94%	17.52% (5)
Radio Com Services	8,930	9,984	2,496	2,377	2,496	2,377	4.77%	23.81% (2)
Phone Service Charge Back	16,657	16,657	4,164	4,498	4,164	4,498	-8.00%	27.00% (3)
800 Mhz System Maintenance	1,700	1,700	425	-	425	-	100.00%	0.00% (1)
911 Phone Lines Cost	1,305	1,330	333	174	333	174	47.70%	13.08% (3)
Total	97,409	115,541	28,885	24,854	28,885	24,854	13.96%	21.51%

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Notes on Financial Information:

- (1) General Fund subsidies and other interfund transfers will be posted at the end of the fiscal year.
- (2) Some communication equipment charges follow service requests but infrastructure is billed yearly.
- (3) Some telephone costs and services billed quarterly will be charged in the next quarter.
- (4) Variations in traffic fines collection affect revenue.
- (5) Some licenses and other annual maintenance fees will be paid next quarter.
- (6) Positions reallocated to this areas due to IT consolidation and other initiatives.
- (7) Net expansion DASD hardware and telecommunications equipment paid during first quarter.

Equity in pooled cash (000's)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
GF 060 001 to 003: ETSD activity*	(3.663)	(4.645)			
SO 100 104 - Project 104141 [800 Mhz maint.]	(72)	(72)			
Total	(3.735)	(4.717)			

*Excludes CI01: CIO Mgmt Office

- * Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

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STATEMENT OF PROJECTION AND OUTLOOK

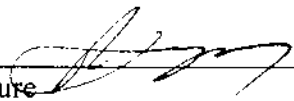
The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature 

Department Director

Date 2-4-04